

Phase II

Phase II is to input all contact data into the database. The current plan is to allow all case managers or clinicians to have access for data entry. We should anticipate that this may not be possible and should, therefore, have a contingency plan. Our contingency plan is to ask that you identify two principal staff who can coordinate calls and input data into the database. Due to the short time span to meet our current mission to reconnect children and parents those staff will likely need to work overtime and during the weekend.

By Thursday, June 28, 12:00 Noon EST, send the names and contact information for the two designated staff for your program. Send their information to [REDACTED]@acf.hhs.gov.

The subject line of the email should be title: **Family Reunite Project Contact Staff.**

Thank you all for your hard work and assistance in meeting our mission objective! If you have any questions please reach out to your local FFS.

[REDACTED]
DHHS/ACF/ORR/DCS
Senior Federal Field Specialist Supervisor
Office of Refugee Resettlement
Division of Children's Services
Mary E. Switzer Building, 5th Floor (Room: 5223)
330 C Street SW
Washington, DC 20201

[REDACTED]
<http://www.acf.hhs.gov/programs/orr/programs/ucs>

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[REDACTED]
Director of Case Management
Cayuga Centers

[REDACTED]
www.cayugacenters.org

Please find this message as an update to current events related to children separated from their detained parents.

Please allow me to share that our current primary task is to reconnect every separated child in our network of care to his or her detained parent by the close of business 5:00 PM EST, July 2, 2018.

As many of you know, ORR is currently tasked with reuniting separated children with their parents. During the past weekend some of you worked with ORR staff to focus/prioritize your case management efforts towards reconnecting separated UAC with their detained parents. Since that time we asked some of you to begin tracking information to capture past and present efforts to connect children with his or her parent(s).

The HHS Secretary's Office has identified an improved way to track our efforts to reconnect families. The HHS Secretary's office is designing a database that will eliminate the need to track information on spreadsheets. To prepare for the new tracking system we need your help to prepare to respond in two separate phases.

Phase I

Phase I is for your program is to prepare to implement a new database. Preparation will include for you to:

1. Have an organized list of children separated from his or her parent.
 - a. The list should include the child's name
 - b. The child's A number
 - c. Identify the location of the child's parent that is in detention
 - d. Have the list of detention centers and contact numbers necessary to connect with a parent in detention. (You can obtain this from your FFS and FFS Supervisor)
2. You should know how many cases you need to complete by Monday and work with your staff to develop an operational plan that will help you reach our mission objective by July 2. This might include assigning staff to work on the weekend and overtime.
3. Contact with a parent should last for at least 10 minutes per call and include parent to child conversation via phone, skype, or other medium for conversation.
4. Keep a log of all current efforts to connect children to families so that your program can upload child to parent conversations as soon as the database is available.

*****Please do not wait for the database to go live to initiate contact with parents! Contact should have already been initiated and should continue. *****

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James S. De La Cruz
DHHS/ACF/ORR/DCS

2. When you discover that a UAC separated from a parent IS NOT actually separated from a parent, after having stated this to DHS, an SIR stating the facts and circumstances should be written and elevated.

FFS – Make sure to report the case to DHS by sending a copy to : [REDACTED]@ice.dhs.gov Copy the assigned CFS as well.

CFS – Make sure to update the tacker to show that Non-Relationship was confirmed. In Share Point this is the column “Method of Confirmation.” In this column select, “Not a Parent Confirmed.”

Please note that this data is now being captured and reported out to ORR Senior Management other external parties. Accuracy is very important

Thank you.

James S. De La Cruz
DHHS/ACF/ORR/DCS
Senior Federal Field Specialist Supervisor
Office of Refugee Resettlement
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Mary E. Switzer Building, 5th Floor (Room: 5223)
330 C Street SW
Washington, DC 20201

<http://www.acf.hhs.gov/programs/orr/programs/ucs>

From: De LA Cruz, James (ACF)

Sent: Monday, June 04, 2018 10:43 PM

To: [REDACTED]

Subject: SIR Related Guidance for UAC Separated from a Parent

Hello FFS and CFS,

Please forward this email message to your providers.

Care provider staff, as many of you are aware, we are currently receiving an increased volume of UAC minors separated from a parent. Please find guidance to address two specific areas of SIRS for these cases.

1. If you become aware of a UAC separated from his or her parent and the separation was not previously reported by DHS to ORR, the care provider should write an SIR and route this according to ORR Procedures.
2. When you discover that a UAC separated from a parent IS NOT actually separated from a parent, after having stated this to DHS, an SIR stating the facts and circumstances should be written and elevated.

For all such SIRS it is extremely important that you copy both your FFS and CFS to the email when notifying parties per ORR SIR reporting procedures.

Thank you.

James S. De La Cruz
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- 9) If an investigation is opened for the reported allegation, FFS will notify the FFS Supervisor, Project Officer and CFS.
- 10) If an investigation is opened for the reported allegation, then the FFS Supervisor, FFS and CFS cooperate fully during the investigative process (e.g., providing any information or documentation requested by investigative agency).
- 11) For Human Trafficking Allegations—follows up with [REDACTED]@ice.dhs.gov within ten (10) business days to determine if the reported allegation will be investigated further.
- 12) If the allegation involves care provider staff:
 - Follows up with local USICE HSI agent within ten (10) business days to determine if the reported allegation will be investigated further.
 - Instructs the care provider to follow their local licensing guidelines regarding reports of inappropriate employee behavior and to inform their local licensing agency that the case was referred to USICE HSI.
 - Provide the care provider technical assistance.
 - If applicable, issues corrective action findings and requires the care provider to take appropriate action. → ORR Policy Guide, Section 5.5.2 Follow Up and Corrective Actions
 - Program should submit/have internal disciplinary protocols to address Fraud Scheme involving care provider staff.

5.8.4 Reporting Allegations that Occurred in DHS Custody

→ ORR Policy Guide, Section 5.8.4 Allegations of Abuse that Occurred in DHS Custody

Checking for Potential Allegations of Abuse that Occurred in the Department of Homeland Security (DHS) Custody

The Department of Homeland Security **Office of Inspector General (DHS OIG) Hotline** is a resource for Federal employees and the public to report allegations of employee corruption, civil rights and civil liberties abuses, program fraud and financial crimes, and miscellaneous criminal and non-criminal activity associated with waste, abuse or fraud affecting the programs and operations of DHS.

The DHS **Office for Civil Rights and Civil Liberties (CRCL)**'s Compliance Branch investigates and resolves civil right and civil liberties complaints regarding DHS policies and activities. CRCL works in coordination with the entirety of DHS to address civil rights and civil liberties concerns, including the DHS OIG.

Types of allegations that should be reported to DHS OIG for investigation:

- **Conditions of Detention:** Includes, but not limited to, not receiving food, drink, access to sanitary items (e.g. diapers, feminine hygiene products) or access to bathroom or medication; discarding personal items (e.g. birth certificate, money, medication); overcrowded hold room cells; or unsanitary hold room cell.

- **Disability Accommodation (Section 504 of the Rehabilitation Act):** Includes, but not limited to, not providing appropriate assistance for a UC with a hearing impairment or not providing assistance for a UC with a mobility impairment during transportation.
- **Excessive Force or Inappropriate Use of Force:** Includes, but not limited to, inappropriate use of taser or baton; use of weapon; inappropriate shackling/handcuffs; inappropriate physical abuse. Particularly after the subject has been apprehended or subdued or when medical attention was needed after the use of force incident.
- **Fourth Amendment (Search and Seizure):** Includes, but not limited to, confiscation of identity documents and property that is then not returned.
- **Intimidation/Threat/Improper Coercion:** Includes, but not limited to, threatening to deport the UC, if he/she does not admit to being an adult.
- **Legal Access/Due Process:** Includes, but not limited to, when the UC states that while in DHS custody they claimed credible fear of returning to home country, or that they are a human trafficking victim, but the information was not documented or communicated in the initial placement request. Also, includes denial of phone call, the UC was in DHS custody over 72 hours, or improper age determination.
- **Separation from a sibling or parent/legal guardian,** but the information was not documented or communicated in the initial placement request.
- **Medical/Mental Health care:** Includes, but not limited to, incidents of not receiving medical attention for an injury or upon request.
- **Violation of Privacy:** Includes, but not limited to, UC's medical privacy was violated or the UC was strip searched by or in front of an officer of the opposite gender.
- **Religious Accommodation:** Includes, but not limited to, not providing reasonable accommodation for religious dietary restrictions.
- **Retaliation:** Includes, but not limited to, punishment by being forced to clean toilets or retaliation as a results of reporting an allegation against a DHS employee.
- **Reporting Sexual Assault/Abuse allegations that occurred in DHS custody**

NOTE: Allegations of sexual abuse/assault that occurred in DHS custody must be reported to DHS OIG, DHS CRCL, CBP and ICE ERO.